

Good morning,

I am writing as a favor from InnoCaption to let you know how much I use the service. Being BORN profoundly hard of hearing, I depend on InnoCaption to hear my phone calls. Because of your proposed rate reductions, and uncertainty around how rates will look beyond 2020, InnoCaption has been forced to freeze all hiring since the end of 2018. Their small team has had to work around the clock to ensure they are able to keep up with technological advancements and constant updates in mobile networks and smartphone technology.

I use the service most every day! Please consider this is a small business and please allow them an exemption from this year's round of reimbursement rate cuts. This exemption would serve to help them modernize and perhaps help with their hiring challenges.

I live in a remote area, and when I tried the CapTel Phone offered by the state of Arizona for hard of hearing people, the CapTel system would be all garbled and unreadable. We went to Phoenix twice to address this problem, but it worked there perfectly. It doesn't work here at my location, due to the fact we do not have modernized wiring—fiber optics— in my location.. Because of this, we gave up the land line and went to strictly cell phone service.

When I had my hearing dog trained by Diamond Dogs in Phoenix, Kristie referred me to InnoCaption, and I have been using them ever since. My hearing dog has since passed away, and now my Fitbit watch alerts me to incoming phone calls and text messages.

InnoCaption is not perfect. Often, incoming calls go right to voice mail. When this happens they do record my incoming messages so that I can call people back. Perhaps if you help them be exempted from this year's reimbursement rate cuts, they will have necessary funds to help with their problems that cause this. I cannot imagine being without it. To be able to read my messages, and read what people say to me when I make phone calls is indispensable to me!

Thank you for your consideration.